COMPLAINTS QUICK GUIDE

HOW TO COMPLAIN

You can make your complaint in person, by phone, by email, online via our website, or in writing. The complaint should be made as soon as possible, usually within six months of uncovering a reason to complain. If your complaint relates to a care service we provide, you can choose to complain to us or to the Care Inspectorate.

STAGE 1: FRONTLINE RESPONSE

We will try to resolve your complaint within five working days or sooner if we can. If you are dissatisfied with our response, you can ask us to consider your complaint at Stage 2.

STAGE 2: INVESTIGATION

Your complaint will be acknowledged within three working days. We will confirm our understanding of the complaint and what your desired outcome is. Typically our investigation and decision will be concluded after 20 working days. If our investigation is due to take longer than this, we will tell you and keep you updated on our progress.

SCOTTISH PUBLIC SERVICES OMBUDSMAN (SPSO)

If you remain dissatisfied after our final decision, or are unhappy with how we handled your complaint, you can ask the SPSO to investigate further.